



Naperville
Park District™

Volunteer Handbook

Naperville Park District
320 W. Jackson Avenue
Naperville, Illinois 60540
630.848.5000
www.napervilleparks.org





Volunteer Handbook

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1. WELCOME

Thank you for volunteering with the Naperville Park District!

Volunteers are vital to the success of many of our programs and events at the Naperville Park District. Without your help, we could not meet the needs of our community. Some individuals are able to give many hours each year and others may join us for a few hours to help with a specific need. Regardless, each contribution of time is important and appreciated.

In addition to making a difference in your community, we hope that you enjoy your volunteer experience. To that end, we want to give you the tools and information you may need as a Park District volunteer. This handbook gives you information about the Park District and volunteer program, as well as important contact information.

Interesting facts about the Naperville Park District

- The Naperville Park District became official by means of referendum in 1966 as a unit of government separate from the City.
- The Naperville Park District is governed by an elected seven-member Board of Commissioners.
- The Naperville Park District manages 136 parks and maintains over 2,400 acres of land.
- The Naperville Park District offers approximately 7,500 classes, teams, events and performances each year.
- Centennial Beach, owned and operated by the Naperville Park District, was dedicated in 1931 to celebrate Naperville's 100th birthday and holds 6.2 million gallons of chlorinated water.
- The Naperville Park District has one of the lowest tax rates of any park district in the western suburbs. The average Naperville household pays about \$364 in taxes annually to the Park District. Taxes support nearly 50% of the Park District's budget, with the balance funded by user fees and other non-tax revenue.
- The Park District maintains over 75 miles of trails and walks, including the Riverwalk.
- The Naperville Park District has approximately 110 full-time staff, over 600 seasonal staff, and approximately 87,543 volunteer hours annually.

2. MISSION, VISION, AND CORE VALUES

Volunteers are representatives of the Naperville Park District and assist in fulfilling our mission and vision, guided by a common set of values.

Naperville Park District Mission: We provide recreation and park experiences that promote healthy lives, healthy minds and a healthy community.

Naperville Park District Vision: To be a national leader in parks and recreation providing and promoting high quality experiences and facilities at a great value to our community.

Naperville Park District Core Values:

The Park District embraces these core values that emphasize collaboration, integrity and accountability:

| | |
|--|--|
| Health and Wellness | <ul style="list-style-type: none"> • Promote community health and wellness • Help build healthy lifestyles and encourage a reduction in obesity • Promote year round physical fitness |
| Environmental Education, Stewardship and Sustainability | <ul style="list-style-type: none"> • Promote natural resource management • Promote sustainability initiatives |
| Community Enrichment | <ul style="list-style-type: none"> • Provide co-sponsored family special events • Promote cultural diversity and creativity • Promote community involvement |
| Public Safety | <ul style="list-style-type: none"> • Meet or exceed public safety standards • Collaborate with other units of government to promote public safety |
| Accessibility | <ul style="list-style-type: none"> • Promote connectivity of recreational paths or trails • Provide accessible parks, facilities and programs |
| Personal Growth and Enrichment | <ul style="list-style-type: none"> • Promote personal creativity • Promote the development of life skills • Promote positive human interactions |

3. CONTACT INFORMATION

Naperville Park District **630-848-5000**

Emergency **911**
If dialing from within District building* **9-911

Other Public Safety Contacts

City of Naperville Police (non-emergency) 630-420-6666

City of Naperville Fire (non-emergency) 630-420-6142

Park Police (non-emergency, cell) 630-601-0925

Park Watch Line (Voicemail) 630-848-5050

Naperville Park District Staff Contacts

| | | |
|---|---------------------|---------------------|
| Volunteer Manager Non-Sport & General Questions Lynnette Hoole | 630-848-3606 - Desk | 630-946-3254 - Cell |
| Program Manager – Soccer Stephanie Ainslie | 630-995-8927 | |
| Program Manager – Girls Softball, Coach Pitch, T Ball, Basketball Fred Gusel | 630-995-8923 | |
| Program Manager – Senior Adults Lorraine Ouellette | 630-848-3620 | |
| Program Manager – Arts Brittany Malatt | 630-848-3619 | |
| Program Manager – Youth, Teens & Family Beth Durso | 630-848-3539 | |
| Superintendent of Recreation Andrea Coates | 630-848-3544 | |
| Director of Recreation and Facilities Brad Wilson | 630-848-3532 | |
| Director of Parks Tim Quigley | 630-848-5037 | |
| Safety Manager Becky Cooper | 630-848-2139 | |
| Director of Human Resources Katie Sepe | 630-848-3508 | |

4. IMPORTANT INFORMATION

Proper Dress and Appearance

There are many different volunteering opportunities through the Park District. Some opportunities may require volunteers to wear a Park District issued shirt or uniform and other opportunities may require volunteers to wear clothing that protects from certain elements and environments. We ask that while you volunteer, you follow the proper attire guidelines provided by the Park District for each volunteering opportunity.

Attendance, Punctuality, and Dependability

The Park District is grateful for your time and commitment. The success of many programs and events often times depends on volunteer assistance. It is important that we maintain schedules and timelines to run smooth and successful events and programs. We ask that you please arrive on time for your volunteer duties. In the event you are going to be late or absent, please call the appropriate supervisor.

Abused and Neglected Child Reporting Act

The Park District is committed to compliance with the Abused and Neglected Child Reporting Act (325 ILCS 5/4). Pursuant to this Act, mandated reporters are required to report or cause a report to be made to the child abuse hotline number, (1-800-25A-BUSE) whenever they have reasonable cause to believe that a child may be neglected or abused.

As a volunteer, you are not considered a mandated reporter, but you are a representative of the Park District and may be faced with a situation in which a child feels comfortable confiding in you. Although you are not required to, we encourage you to contact the appropriate supervisor first and then Child Abuse Hotline to file a report if you feel a child is being abused or neglected.

Non-Discrimination and Anti-Harassment

The Park District is committed to providing an environment in which all individuals are treated with respect and dignity.

It is the responsibility of each and every employee, officer, official, park commissioner, agent, volunteer, and vendor of the Park District, as well as anyone using the Park District's facilities, to refrain from sexual and other harassment. Harassment and discrimination are not tolerated and should be reported to the Volunteer Coordinator or any Park District manager immediately.

Drug & Alcohol Free

The use, sale, purchase, manufacture, distribution, dispensation, presence in one's system or possession of drugs or alcohol by any volunteer while on Park District premises, or acting on behalf of the Park District, is strictly prohibited. The Park District retains the right to excuse any volunteer from their service if there is suspicion and/or proof of a violation to this policy.

Tobacco Use

Naperville Park District parks and facilities are smoke and tobacco free. Smoking is restricted to designated vehicle parking areas and adjacent streets where parking is permitted.

Weapon Policy

Volunteers are strictly prohibited from possessing or keeping any weapon at any Park District event or on Park District property including parking lot. Weapons include visible and concealed weapons, including those the owner has necessary permits. Weapons can include firearms, knives with a blade longer than three inches, explosive materials, or any other objects that could be used to harass, intimidate, or injure another individual. Appropriate signage is posted at the entrances to all buildings of Park District property.

Volunteer Records

The Naperville Park District requires all volunteers to complete either a Naperville Park District Volunteer Application (Online at www.napervilleparks.org/volunteers) or a Volunteer Consent Form (Appendix A). All volunteers are also subject to a Department of Children and Family Services background check (Appendix B). All volunteers' coaches will submit information for a Criminal Background check through the online system. This will be sent to the coaches when they are assigned a team. DCFS and criminal background checks expire after two years and must be renewed.

The Park District will keep necessary information on file for recognition, recruiting, safety, and accounting purposes. Some examples of forms that will be maintained include:

- Volunteer application
- Volunteer agreement

- DCFS Background Check (Appendix A)
- Volunteer hours log
- Training roster (if applicable)
- Letter documenting volunteer service
- Volunteer Handbook Acknowledgement (Appendix C)
- Other paperwork that may be required by the volunteer's position

4. BEHAVIOR CODE OF CONDUCT

The Naperville Park District's mission is to provide recreation and park experiences that promote healthy lives, healthy minds and a healthy community. In support of our mission, the District enforces a Behavior Code of Conduct for all individuals participating or volunteering in a District program or activity, attending a class or event, or using District facilities or property. The code of conduct addresses the minimum expected behavior of every participant and park and facility guest to ensure the safety and comfort of all involved.

All participants and park and facility guests are expected to exhibit appropriate behavior at all times. This Behavior Code of Conduct represents the overall District expectations and is aligned with the District's Conduct Ordinance #641 and other conduct and/or behavioral systems within specific programs or services. Participants, parents, volunteers and guests are required to make themselves informed and aware of this Behavior Code of Conduct, as well as any other rules and behavior expectations developed for specific programs, events, parks and facilities as deemed necessary by the Naperville Park District.

The Naperville Park District insists that all participants and park and facility guests comply with the following basic behavior. All participants and park and facility guests shall:

1. Show respect to all participants, staff, volunteers, and park and facility guests. Participants and guests must follow program, park and facility rules and take direction from District staff.
2. Refrain from using abusive or foul language.
3. Refrain from threatening or causing bodily harm to self, other participants, guests, volunteers and/or staff.
4. Refrain from causing damage to property of others and District assets, such as equipment, supplies, parks and facilities.
5. Not possess any weapons, except in instances where equipment is needed for participation in program, such as trapshooting and archery.
6. Uphold the rules, regulations and policies of the Naperville Park District.

Failure to follow the Naperville Park District Behavior Code of Conduct may result in removal of the participant or guest from the program, event, park or facility.

5. SAFETY & RISK MANAGEMENT PROCEDURES

General Safety Rules

It is the Park District's intent to provide a safe environment for volunteers and the public. While serving the District, volunteers are expected to perform their assignments in a safe manner.

Safety is a very important responsibility, and it is every volunteer's responsibility to act in a safe manner and take actions to keep themselves, fellow volunteers, and the public free from harm. Carelessness, inattention, neglect and disregard for safety can result in accidents and injuries. Therefore, you must at all times be careful, attentive, alert, and follow proper safety procedures.

In the event you identify a safety hazard or unsafe environment, report it to the supervising District employee immediately upon your discovery of such condition.

Lifting/Carrying

Volunteers who must lift and/or carry heavy objects should seek assistance with any objects that the volunteer is unable to lift and/or carry. Lifting should be done using the volunteer's knees and not the back. Keep the back straight, head up, and keep the object close to the body. Refrain from twisting and contorting the body.

Accident/Incident Reporting

Notify the employee who is working on site and in charge of the project/event of any accident, injury, or damage caused or identified during the course of volunteering.

Statements of Admission

If involved in or witness to an accident or injury, do not admit to liability or make a statement of admission on behalf of the Park District. Please direct any inquiries and concerns to the Safety & HR Coordinator.

Crisis Management

There is the potential for an unfortunate event to occur on Park District property or involve Park District activities that may draw attention and media interest. In order to provide an accurate and consistent message to the public of the events that took place, the Executive Director, or designee, will serve as our designated spokesperson and will provide information to the media. If approached by the media with an inquiry regarding an event, please direct them to the Executive Director to acquire any information.

Right-to-Know

The Park District has developed a comprehensive Hazard Communication program to ensure that information on the hazards of chemicals used in our operations is communicated to appropriate individuals. Although volunteers are not expected to be exposed to such products or environments often, there may be times when this program would apply. In that event, the on-site Park District employee will have access to a copy of the Material Safety Data Sheet for all chemicals in use.

Reporting Hazardous Conditions

If a hazard or safety concern is identified, caution others by making the hazard known and notify a Park District employee immediately.

Fire

If smoke or fire is detected within a facility, the follow posted evacuation routes and exit the building immediately. Remain at the assembly point until released by emergency crews.

Severe Weather

There are a variety of volunteering opportunities in a variety of environments. Many volunteering opportunities are outdoors, which may at times present an uncomfortable or even hazardous environment. All volunteers are expected to work within their limitations and to place their personal health and safety first.

The following procedures can be used as a guide to better protect from severe weather.

Hot Environments

- Know signs & symptoms of heat-related illnesses.
- Monitor yourself.
- Block out direct sun or other heat sources.
- Drink plenty of water.
- Avoid beverages which contribute to dehydration such as coffee and tea.
- Take frequent breaks.
- Wear lightweight, loose-fitting, light-colored clothing. Remove saturated clothing.
- Get plenty of rest.

Cold Environments

- Know the signs & Symptoms of cold-induced illnesses.
- Keep clothing clean.
- Avoid overheating.
- Wear clothes loose and in layers.
- Keep clothes dry. Remove saturated clothing.

Tornado

Tornadoes are a local storm of short duration formed by high speed rotating winds. If severe weather is imminent, listen to local weather forecasts for frequent updates. In the event of a tornado warning, seek shelter immediately. If inside of a building, go to the center of an interior room on the lowest level possible. If outside with no shelter; lie flat in a nearby ditch or depression and cover your head with your hands. Be aware of the potential for flooding. Stay in the shelter area until the tornado warning is terminated.

Lightning

If lightning is observed, thunder is heard, or a lightning warning system is sounded, all work must be suspended and volunteers should seek appropriate shelter. If possible, seek shelter in a building or fully enclosed metal vehicle with the windows completely shut. Remain in the shelter area for 30 minutes after the last sign of lightning or sound of thunder. If a location has a lightning warning system present, activities may resume once the all clear signal is sounded. Remember that lightning warning systems are not fail-proof, and to always rely on the 30 minute rule.

Medical Response

In an emergency, call 911. Next, as soon as possible, call the appropriate volunteer supervisor.

In the event anyone is injured or is affected by an illness, volunteers are not required to administer first aid and/or CPR. However, if a volunteer chooses to provide first aid, it should be consistent with their comfort level and training.

Always contact 911 immediately in the following situations:

- The injury or illness requires care greater than you are able to provide.
- You feel uncomfortable with the situation. If any doubt exists, it is recommended to err on the side of caution and contact the local paramedics who can use their advanced medical training to determine what treatment is needed.
- A head injury has occurred. Head injuries have the potential to be very serious without visible or easily identifiable symptoms. It is best if a medical professional evaluates an injured person.

If the injured or ill person is unable to drive themselves and a relative or friend cannot be reached. Under no circumstances should a volunteer transport participants or patrons to a medical facility, to their home, or any other location.

Communicable Disease

The possibility of infection from exposure to human blood or other infectious material is a risk that individuals face on a daily basis. The Park District follows the philosophy of universal precautions, which means all human blood and certain human body fluids are treated as if known to be infectious for blood borne pathogens. It is critical to use protective barriers to better protect from exposure to blood borne pathogens.

6. VOLUNTEER BENEFITS

The Naperville Park District values each of our volunteers and we want to recognize your efforts. In the spirit of continuous improvement, we are always looking for new and better ways to recognize and reward our volunteers. We welcome your suggestions and feedback.

Parents who assist with Naperville Park District youth soccer, t-ball, coach-pitch, and youth softball programs are eligible for priority registration for their children in the relevant youth athletic programs the following season.

Adults who volunteer at the Alfred Rubin Riverwalk Community Center programs for active older adults are invited to a special outing each spring in appreciation of their service to the Park District.

Students who need proof of service hours receive a letter documenting their hours upon completion of their volunteer commitment when requested.

All volunteers who serve 15 hours or more are invited to a volunteer appreciation event each year to honor their service and provide an experience of fun, food, and socializing.

Volunteer Medical Accident Coverage

If a volunteer is injured while performing volunteer duties, the Naperville Park District provides up to \$5,000 of supplemental medical insurance coverage for expenses not covered by the volunteer’s personal health insurance. This coverage is managed and administered by the Park District Risk Management Agency (PDRMA).

Following an injury, the volunteer should promptly complete an accident report and submit it to the appropriate volunteer supervisor. The report will then be forwarded to Human Resources for processing. Contact the Human Resources department for assistance in filing a claim with PDRMA.

APPENDIX A:

Volunteer Consent Form

Volunteer Informed Consent and Release

I offer to volunteer my services to the Naperville Park District ("Park District"), and recognize that I will not be paid in any way. As a volunteer, I recognize and acknowledge that there are certain risks of physical injury associated with volunteering in this activity and I agree to assume the full risk of injury, including death, physical injury, property damage, or any other loss, regardless of severity, which I may sustain as a result of volunteering in these activities. I understand that not all hazards and dangers can be foreseen. Depending on the particular activity, certain risks, dangers and injuries due to inclement weather, slipping, falling, carelessness, horseplay, premises defects, inadequate or defective equipment, and other circumstances inherent to recreational activities exist. In consideration of the Park District allowing me to volunteer, I knowingly, freely and voluntarily release, remise, and discharge the Park District, its officers, agents, representatives, employees, volunteers, and independent contractors from any and all liability claims, causes of action, and damages from any personal injury including death, personal loss or damages, or property loss or damage claims I may have or that may accrue to me as a result of volunteering in this activity. In the event that volunteering in this activity requires certain physical acts, I am capable of performing those acts and have not notified the Park District or the other individuals released herein of any reason why I should not be able to perform those physical acts.

Additionally, I hereby give consent for the Park District to use photos or video coverage of me and/or my minor child/ward in future publications and promotions and acknowledge that these photos/videos remain the property of the Park District.

I have read and fully understand this waiver and release.

You may be volunteering in a park in which there is a pond, river, or stream. Please do not enter any body of water while volunteering for the Naperville Park District. Your clean-up activities may include picking up litter along ponds or stream banks, but you are advised NOT to enter the water nor reach into the water.

All children under age 14 must be supervised at all times by a responsible adult.

Signature of adult volunteer (age 18 and up) or parent/guardian of volunteer (age 14 -17):

Signed: _____ Date: _____

Name of volunteer: _____ Address: _____

City: _____ Zip Code _____ Name of volunteer group: _____
(if applicable)

Phone: _____ Names of children (under age 14) under my supervision for this

Volunteer project: _____

Would you like to receive an e-mail message to inform you about additional volunteer opportunities at the Naperville Park District?

Yes! Here is my e-mail address: _____

No, not at this time

APPENDIX B:

State of Illinois
 Department of Children and Family Services
AUTHORIZATION FOR BACKGROUND CHECK
 Child Abuse and Neglect Tracking System (CANTS)
For Programs NOT Licensed by DCFS

NOTE: Do not use this form if you are an applicant for licensure or an employee/volunteer of a licensed child care facility. Please contact your licensing representative.

START DATE: _____
 Other: _____
 Machine Pitch
 Coach Pitch
 T Ball
 Soccer
 Softball
 Basketball
 F. Guseil
 B. Malatt
 Lacrosse
 MANAGER: _____
 COACH: _____

Name: _____
Last First Middle

Date of Birth: _____ Gender: Male Female Race: _____

Current Address: _____
Street/Apt.#

_____ City State Zip Code

If you currently reside in Illinois, please list all previous addresses for the past 5 years.
OR
 If you currently reside out-of-state, please provide ALL Illinois addresses in which you did reside while living in Illinois.
 (Street/Apt#/City/County/State/Zip Code) Dates From/To

| | |
|-------|-------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

List maiden name and/or all other names by which you have been known: (last, first, middle)

| | |
|-------|-------|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

I hereby authorize the Illinois Department of Children and Family Services to conduct a search of the Child Abuse and Neglect Tracking System (CANTS) to determine whether I have been a perpetrator of an indicated incident of child abuse and/or neglect or **involved in a pending investigation. I further consent to release of this information to the agency listed below.**

| | |
|---|-------------|
| Signed | Date Signed |
| <i>Electronic signatures are not permitted.</i> | |

| | | |
|--|---------------|-------------|
| *Parent/Guardian signature | Date of Birth | Date Signed |
| <i>Electronic signatures are not permitted</i> | | |

***A parent/guardian signature with his/her date of birth is required for the competition of this form for a volunteer who is under the age of 18.**

630-848-5001
 hr@napervilleparks.org
 Naperville Park District
 320 W. Jackson Ave.
 Naperville, IL 60540

Mail this form to:
 Naperville Park District Volunteer Manager
 320 W. Jackson Ave.
 Naperville, IL 60540

or scan and email this form to:
 mlhoole@napervilleparks.org



APPENDIX C:

VOLUNTEER HANDBOOK ACKNOWLEDGEMENT

I hereby acknowledge receipt of the Naperville Park District Volunteer Handbook. I agree that if there is any information in this handbook that I do not understand, I will seek clarification from the Volunteer Manager.

I also understand that the information contained in this Handbook can be changed or discontinued by the Park District at any time, with or without advance notice.

I understand and will comply with all provision within this Handbook and any and all other Park District policies, rules and guidelines as promulgated periodically. I further understand that violating any policy within this Handbook or any other Park District policy, ordinance, rule or guideline may subject me to being excused as a volunteer.

Volunteer Signature

Date

Print Name

**Please sign and date this acknowledgment and return
it to the Volunteer Manager**